

# Sioux Falls VA Health Care System

**The Sioux Falls VA Health Care System (HCS)** team is dedicated to providing outstanding health care and customer service to more than 27,000 Veterans from eastern South Dakota, northwestern Iowa, and southwestern Minnesota. In Fiscal Year 2011, Veterans had 271,237 outpatient visits. We also discharged 2472 patients from acute medical services, 245 from the mental health unit, and 505 from the Community Living Center (extended care units).

**Sioux Falls VA HCS** showed a 2.14%% increase in the number of Veterans treated from FY 2010 to FY 2011. Through September 2011, growth was .74% over the same time period in FY 2010.

**Sioux Falls VA Medical Center:** A variety of health care services are provided through outpatient clinics and service lines: 40 acute care beds, including 6 in mental health and 6 in intensive care, plus 58 Community Living Center (or rehab and extended care beds). The HCS also provides special emphasis services such as outpatient mental health and substance abuse programs, a post-traumatic stress disorder treatment program, homeless Veterans programs, suicide prevention program, OEF/OIF/OND program, Veterans Justice Outreach, Home Based Primary Care, and telehealth services, Medical Foster Home program, and hospice care. In addition, Patient Aligned Care Teams (PACTs) have been formed in Primary Care, where Veterans partner with VA staff to plan for their personalized health care.

**Community Based Outpatient Clinics (CBOCs)** are located in Wagner, Watertown, and Aberdeen, South Dakota and Sioux City and Spirit Lake, Iowa. These clinics provide primary and mental health care, audiology service, and home based primary care. The Watertown CBOC also provides audiology exams. As of September 2011, 9689 Veterans are enrolled for care in the CBOCs.

**Reducing the Backlog:** We receive an average of 260 Compensation and Pension applications per month. These are processed in 29.6 days or less. The HCS has a strong partnership with the Dakotas Regional Office.

**Growing to Meet Demand:** To better serve Veterans, we have approximately \$3.65M in construction projects underway.

**Recently completed projects:**

- Modifications to Aberdeen CBOC, including renovations for women Veterans
- Added 600 kw electric generator
- Remodeled elevators in main medical center building

**Current projects:**

- Mold remediation in Bldg. 38 – Regional Office
- Repair roof, Bldg 5 – main medical center building
- Steam tunnel and concrete repairs across the station
- Water tower interior repairs
- Renovations for women's health in Sioux Falls and Spirit Lake CBOC
- Addition of 37 patient lifts
- Maintenance repairs to exterior of Bldg. 1

**Key Partners:** The Sioux Falls VA Health Care System honors the Veterans who have served our country and selected Sioux Falls VA facilities to provide their care. We greatly appreciate our partners - the Veterans Service Organizations and Veterans Service Officers, congressional representatives, community agencies, and our 600 volunteers.

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For more information or to arrange for VA staff to come to outreach events in your area, contact Shirley Redmond, Public Affairs Officer, at 605-333-6889. Also visit us at [www.siuoxfalls.va.gov](http://www.siuoxfalls.va.gov) or find us on facebook at <http://www.facebook.com/VASiuoxFalls>.



## Sioux Falls VA Health Care System October 2011

### 1. STAFFING/FTEE/VETERAN EMPLOYMENT

	<u>FY07</u>	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>	<u>FY11</u>
	232	264		269	268
<b>Veterans on Staff</b>	(32%)	(33%)	266 (32%)	(31%)	(29%)
<b>Disabled</b>					
<b>Veterans</b>	57 (8%)	72 (9%)	82 (10%)	92 (11%)	95 (10%)
<b>Native Americans</b>	9 (1.2%)	11 (1.4%)	12 (1.4%)	12 (1.4%)	8 (1%)
<b>Native American</b>					
<b>Veterans</b>	3	6	5	6	3

Employment opportunities posted on website: [www.sioxfalls.va.gov](http://www.sioxfalls.va.gov) and [www.usajobs.gov](http://www.usajobs.gov).

### 2. BUDGET

- VHA approved for advance appropriation for FY 2011. Sioux Falls VA has received funding for FY12 and is impacted by the Continuing Resolution. We will see a 5.8% increase, primarily in medical services. Staffing will remain the same as FY11 with a full-time equivalent of 886 personnel.
- Sioux Falls VAHCS will continue emphasis on homelessness and expand capabilities in telehealth.
- Anticipated changes in FY12:
  - Movement of Business Office functions to Consolidated Patient Account Center (CPAC), which will be located in Leavenworth, Kansas
  - CPAC is congressionally mandated program to consolidate traditional VHA business office functions into seven regional centers over the next few years.
  - This will transform VHA billing and collections and align VHA with industry practices.
  - Consolidation effort will not adversely impact Veterans.
  - Increased collections and a reduced cost to collect will provide addition funds to enhance Veterans' services.

### 3. VETERANS IN SD

	TOTAL
2010	71,887
Current:	70,775
FY2016.	64,702
FY2021	58,960

There are approximately 5,500 women Veterans in our service area (eastern SD, northwestern Iowa, and southwestern Minnesota).

Race data is not available.

Another source for Veterans statistics: <http://www.va/gpv/vetdata/index.asp>

#### 4. CAREGIVERS

- **Comprehensive Assistance for Family Caregivers**
  - 4 approved Caregivers
  - 2 applications currently in process
- **Challenges**
  - Remote caregivers
  - Stipend benefits not available for all eras of Veterans
- **Plans for National Caregiver Month – November**
  - Community Resource Fair for caregivers
  - Lunch & Learn for staff

#### 5. MENTAL HEALTH

14-day new patient access:

% w/mental health follow-up - less than 15 days. TARGET = 96% FORfy11

Sioux Falls

January	04%
February	98%
March	97%
April	97%
May	98%
June	97%
July	98%
August	98%

% of patients waiting 15-30 days for appointment = 9.52%

31-60 days = 9.16%

61-90 days = 3.30%

- Sioux Falls was one of the 27 sites nationwide to host a Homeless Veterans Outreach Kickoff October 12. Approximately 100 individuals attended. This is part of VA initiative to end homelessness by 2015.
- Sioux Falls has 84 of 90 vouchers for Supportive Veteran Housing in use. Expect to be issued 25 more vouchers before the end of the calendar year.
- Mental Health is establishing same day access by providing Psychiatry/Psychology services in Primary Care Monday-Friday on a consult basis.
- Telehealth is being used as much as possible to reach Veterans in highly rural areas.
- Sioux Falls part of pilot program to kickoff conversion to the Veterans Crisis Line vs. Suicide Prevention Line.

#### 6. VAIHS

- Recent visit from staff from the House Veterans Affairs Committee to learn about rural health initiatives and tribal relations. Some highlights;
  - Approximately 1500 Native American Veterans in Sioux Falls VA service area (according to 2008 census)
  - Native American Advisory Committee since 2003
  - Wagner CBOC. 400 Veterans service – not all Native American
  - Increased collaboration with IHS - at least monthly meetings with Aberdeen Area IHS leadership and Wagner IHS CEO to discuss opportunities, beginning with Wagner CBOC.
  - Telemental health services in Sisseton
  - Home Based Primary Care – 4 Native Americans enrolled

- Diversity conference held in Oct. 2010 to promote cultural awareness and understanding with emphasis on Native American Veterans.
- HUD/VASH – 18 Native American Veterans
- Sioux Falls VA provides space for IHS IT staff and server
- Agreement with SD Urban Health for psychiatry and psychology services
- Two stand downs in 2011, Wagner and Ft. Thompson + other outreach on 5 reservations

Opportunities:

- Continue relationship building and outreach
- Increase sharing opportunities with IHS.

## **7. WOMEN VETERANS PROGRAM**

- Women Veterans continue to grow – 7% increase from FY2010 to FY 2011. Expect similar increase this year. 1266 unique women Veterans used VA in FY 2011 (as of August 2011).
  - 4X as many women used VA benefits for maternity care this FY compared to last FY.
  - Number of acute hospital inpatient days more than doubled for women Veterans over last FY.
  - Most of CBOCs equipped with women's health suite for private and secure medical exams.
  - Yet to be completed is a suite in Spirit Lake CBOC and remodel to two exam rooms in Sioux Falls. Both scheduled for this fiscal year.
  - Outreach is a focus so women Veterans are aware of services and benefits.